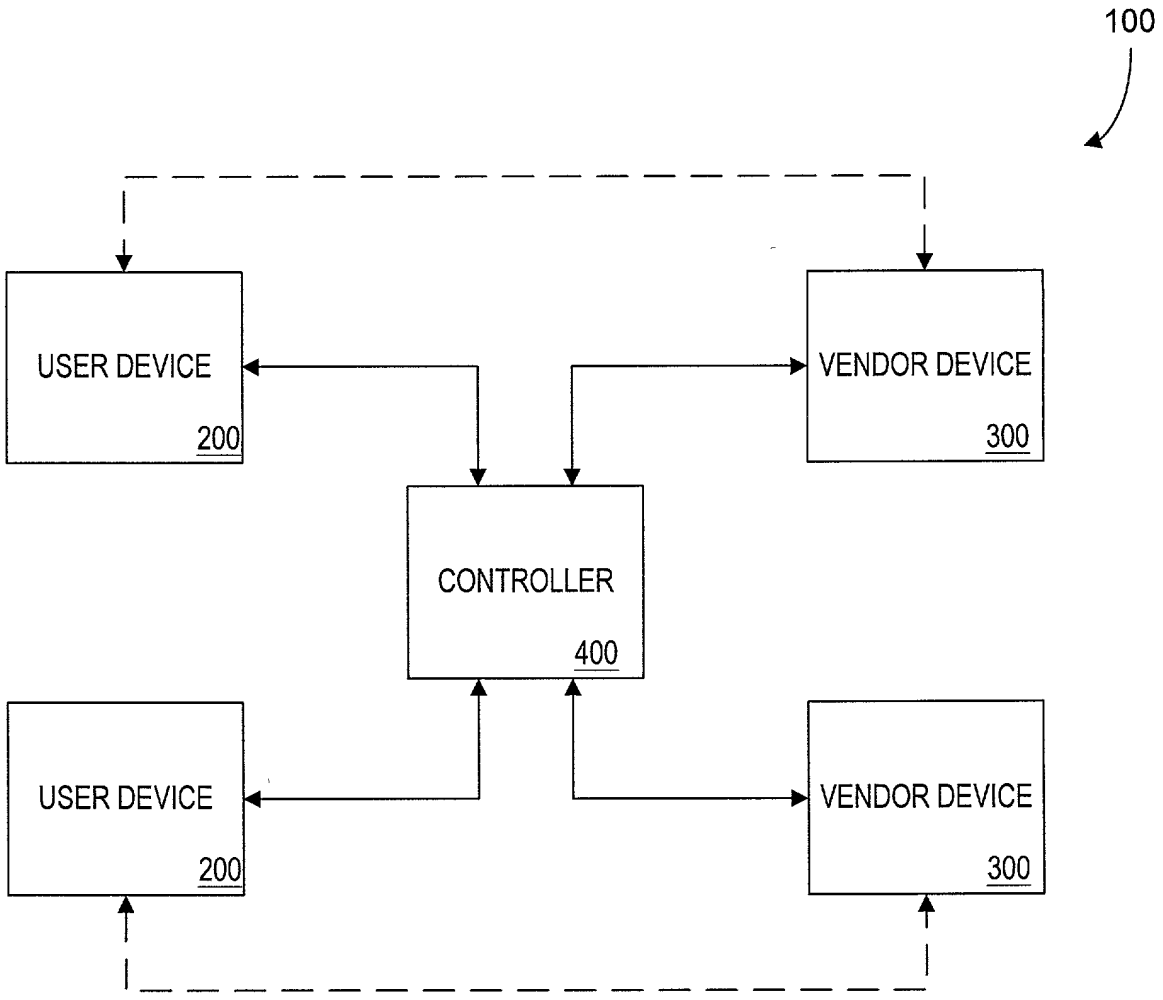

100
USER DEVICE
200
VENDOR DEVICE
300
CONTROLLER
400
USER DEVICE
200
VENDOR DEVICE
300

FIG. 1

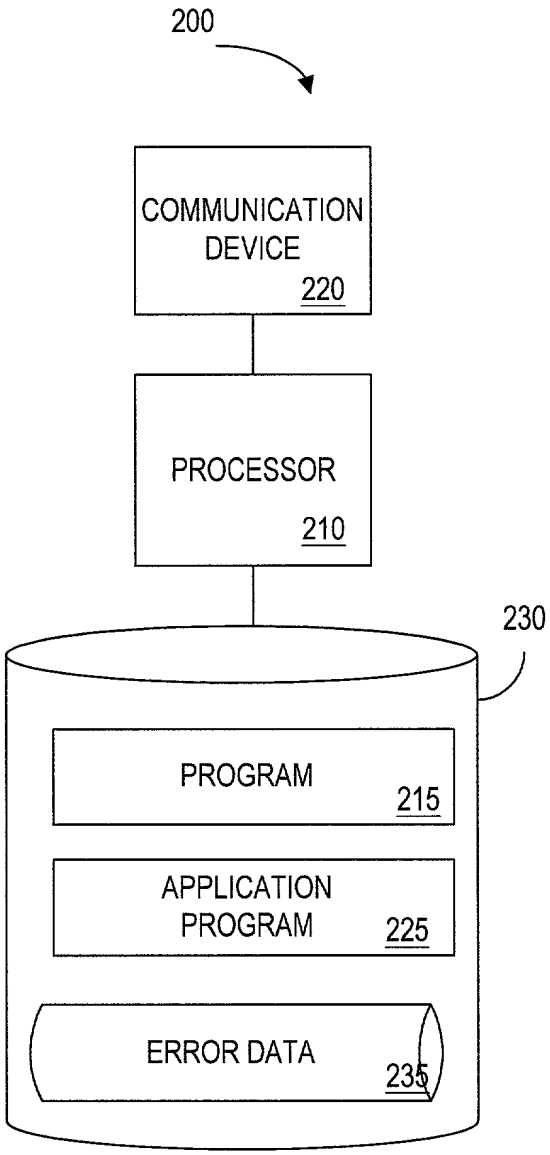

200
COMMUNICATION DEVICE
220
PROCESSOR
210
230
PROGRAM
215
APPLICATION PROGRAM
225
ERROR DATA
235

FIG. 2

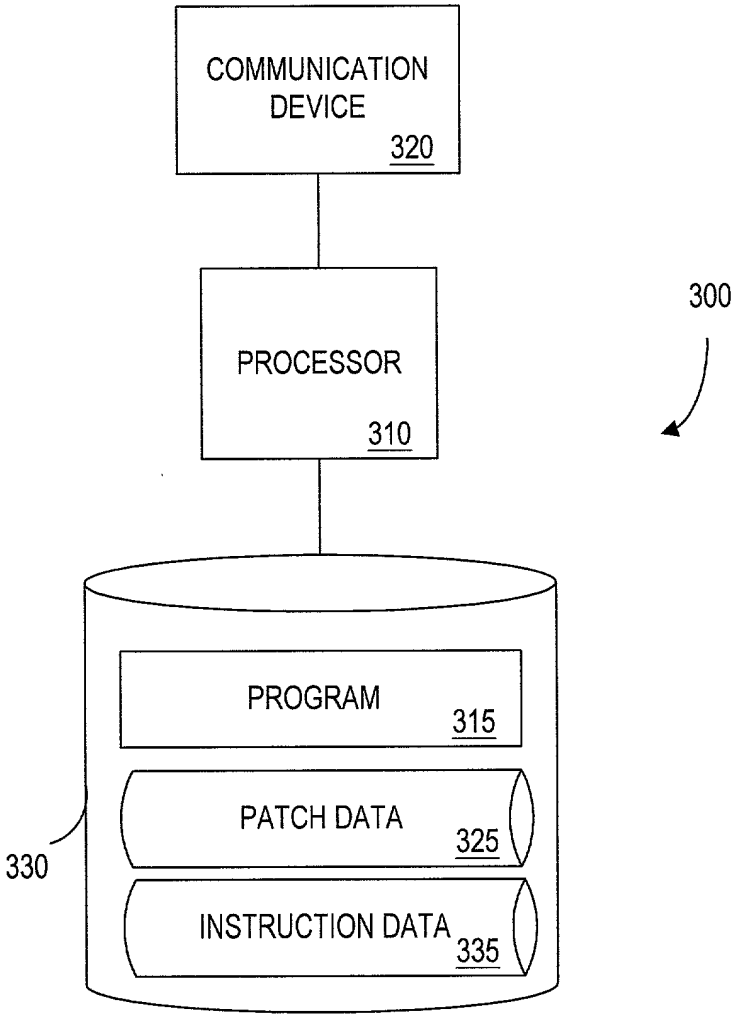

COMMUNICATION DEVICE
320
PROCESSOR
310
300
PROGRAM
315
PATCH DATA
325
INSTRUCTION DATA
335
330

FIG. 3

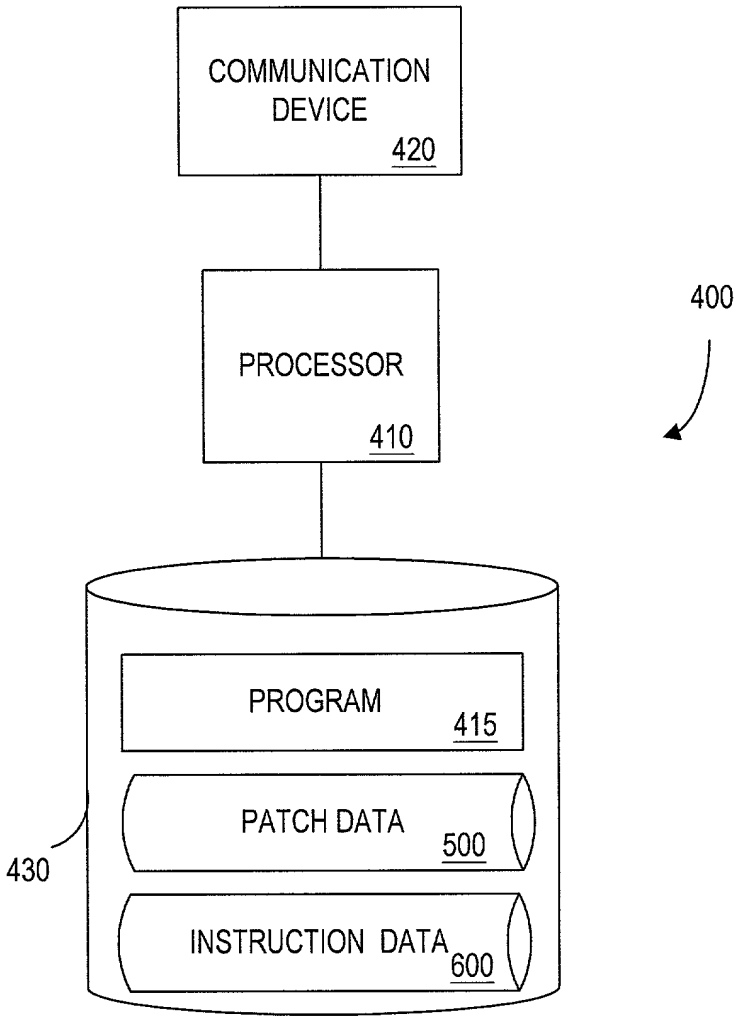
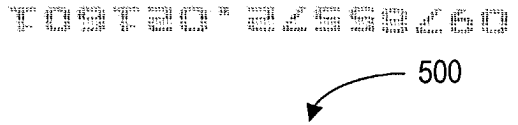

COMMUNICATION DEVICE
420
PROCESSOR
410
400
PROGRAM
415
PATCH DATA
500
INSTRUCTION DATA
600
430

FIG. 4



APPLICATION IDENTIFIER 502	VENDOR 504	VERSION(S) 506	PATCH CODE(S) 508	ERROR CODE(S) 510	ERROR DESCRIPTION 512
A1001	SOFTWARECO.	1.0	SC0001	A15; X2; S00	Stack overrun
A1002	SOFTWARECO.	1.0	SC0002	A2	Dynamic link error
A1003	CUSTOM CO.	2.1	CC1111	407	Proxy auth. required
A1004	MACRO INC.	4.0	M1212	M100	Required viewer not installed
A1005	SPREADSHEET INC.	2.0	S1111	S10	User inefficiency in summing columns.

FIG. 5

600

PATCH CODE 602	PATCH 604	SUPPLEMENTAL INFORMATION 606
SC0001	SC0001.EXE	Run the attached patch and restart your computer.
SC0002	SC0002.ZIP	Unzip the attached patch, run the executable, and reboot your computer.
CC1111	CC1111.TXT	Read the attached text file for instructions on configuring your communications software.
M1212	M1212.TXT	You are trying to view a file without the proper viewer. Read the attached for instructions on downloading the viewer.
X001	X001.BAT	For further help in creating spreadsheets, purchase "Spreadhseets for Dummies" and receive 25% off by following this link: www.publisher.com

FIG. 6

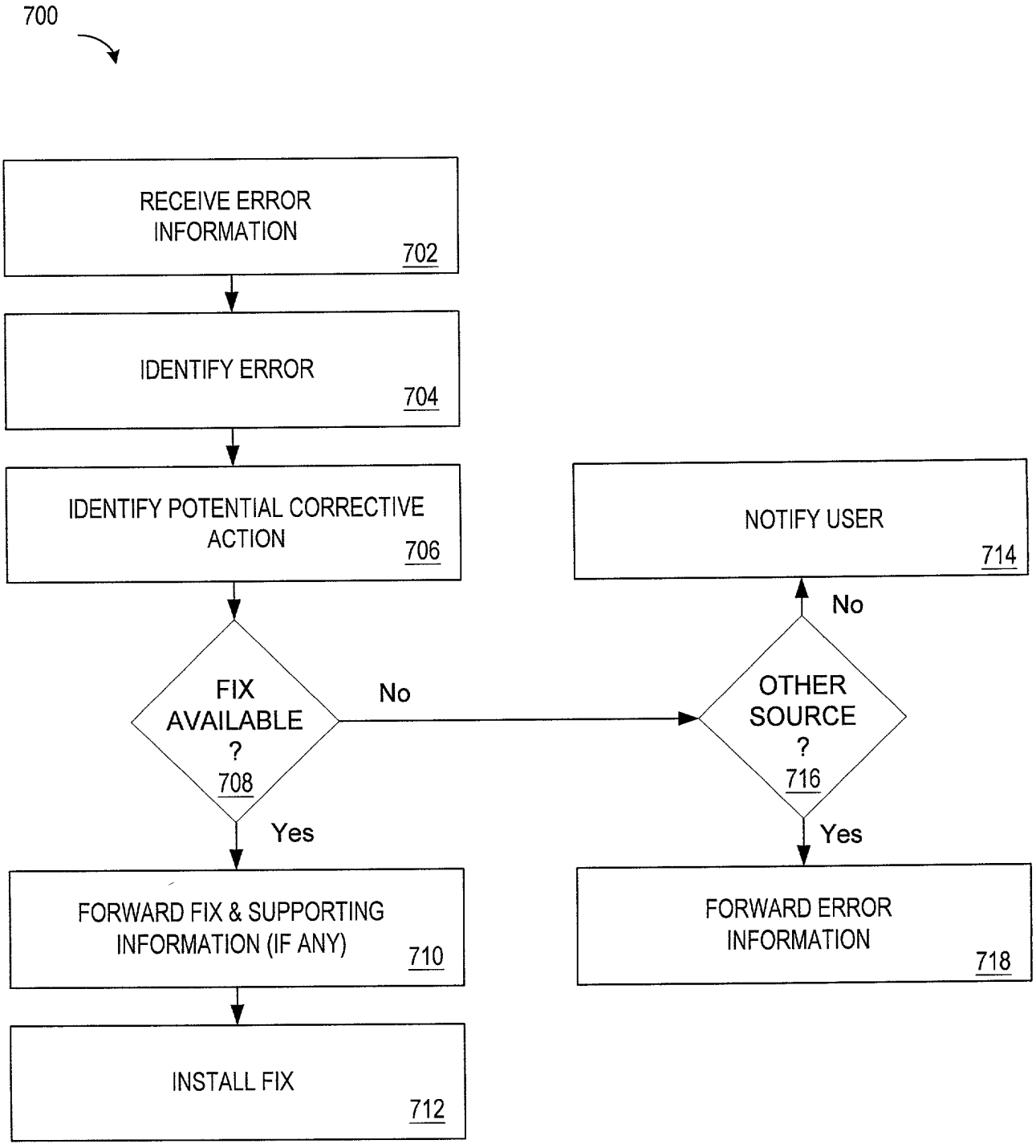

700
RECEIVE ERROR INFORMATION
702
IDENTIFY ERROR
704
IDENTIFY POTENTIAL CORRECTIVE ACTION
706
FIX AVAILABLE ?
708
No
Yes
OTHER SOURCE ?
716
No
Yes
NOTIFY USER
714
FORWARD FIX & SUPPORTING INFORMATION (IF ANY)
710
INSTALL FIX
712
FORWARD ERROR INFORMATION
718

FIG. 7